

What to do if the system is down:

Weekdays between 8:00 AM and 5:00 PM Open a Help Desk ticket. The system is monitored continuously during these hours. MSC staff receive notifications for each new ticket. Watch MSC-Discuss for updates and announcements

Weekdays before 8:00 AM and after 5:00 PM If it is a down system emergency between these hours contact SirsiDynix Critical Care.

Weekends and Federal Holidays Call **406-431-7681**. If a staff member has not returned your call within 20 minutes you have access to SirsiDynix Critical Care.

SirsiDynix Critical Care – Down System Only (if MSC Staff cannot be reached): **(800)284-3969**

<http://msc.msl.mt.gov>



What to do if the system is down:

Weekdays between 8:00 AM and 5:00 PM Open a Help Desk ticket. The system is monitored continuously during these hours. MSC staff receive notifications for each new ticket. Watch MSC-Discuss for updates and announcements

Weekdays before 8:00 AM and after 5:00 PM If it is a down system emergency between these hours contact SirsiDynix Critical Care.

Weekends and Federal Holidays Call **406-431-7681**. If a staff member has not returned your call within 20 minutes you have access to SirsiDynix Critical Care.

SirsiDynix Critical Care – Down System Only (if MSC Staff cannot be reached): **(800)284-3969**

<http://msc.msl.mt.gov>



What to do if the system is down:

Weekdays between 8:00 AM and 5:00 PM Open a Help Desk ticket. The system is monitored continuously during these hours. MSC staff receive notifications for each new ticket. Watch MSC-Discuss for updates and announcements

Weekdays before 8:00 AM and after 5:00 PM If it is a down system emergency between these hours contact SirsiDynix Critical Care.

Weekends and Federal Holidays Call **406-431-7681**. If a staff member has not returned your call within 20 minutes you have access to SirsiDynix Critical Care.

SirsiDynix Critical Care– Down System Only (if MSC Staff cannot be reached): **(800)284-3969**

<http://msc.msl.mt.gov>



What to do if the system is down:

Weekdays between 8:00 AM and 5:00 PM Open a Help Desk ticket. The system is monitored continuously during these hours. MSC staff receive notifications for each new ticket. Watch MSC-Discuss for updates and announcements

Weekdays before 8:00 AM and after 5:00 PM If it is a down system emergency between these hours contact SirsiDynix Critical Care.

Weekends and Federal Holidays Call **406-431-7681**. If a staff member has not returned your call within 20 minutes you have access to SirsiDynix Critical Care.

SirsiDynix Critical Care– Down System Only (if MSC Staff cannot be reached): **(800)284-3969**

<http://msc.msl.mt.gov>

